What is the FEMA Tender of Service Program?

❖ Establishes the terms, conditions, and business rules for how FEMA and Transportation Service Providers (TSPs) work together in support of FEMA's mission

❖ Separate from GSA's Tender of Service Program

❖ Cargo moves via all modes of transportation: air, maritime, rail & motor freight

www.fema.gov/transportation-programs

Note: **ALL** TSPs – including those who have worked with FEMA in the past – must register with the FEMA Tender of Service Program to be eligible for future work with FEMA

LSCMS Account Access for Transportation Service Providers (TSPs)

❖ The Logistics Supply Chain Management System (LSCMS) is the internet based software system that FEMA uses to manage certain transportation functions

❖ Two levels of LSCMS access for TSPs:

❖ Document Upload - Allows TSPs to upload documents to LSCMS for FEMA review

❖ Logistics Gateway – Allows TSPs to provide timely, updated information regarding FEMA shipments including trailer/container number, trailer license number, delivery status, and other information

LSCMS Account Access for Transportation Service Providers (TSPs)

Document Upload Requirements

❖ LSCMS User Request Form & System Rules of Behavior and User Security Agreement (submit to: FEMA-Transportation-Programs@fema.dhs.gov)

❖ LSCMS System Administrators will email username & password

❖ At least one user from each TSP needs Document Upload access to obtain and maintain eligibility for the FEMA Tender of Service Program

❖ More than one user from each TSP may request access if desired

FEMA

LSCMS Account Access for Transportation Service Providers (TSPs)

Logistics Gateway Requirements

❖ LSCMS User Request Form & System Rules of Behavior and User Security Agreement (submit to FEMA-Transportation-Programs@fema.dhs.gov if not already completed previously)

❖ **TSP must already be a FEMA-Approved TSP** for users to be granted access to Logistics Gateway

❖ Complete online training and pass final test with a score of 80% or higher

❖ Email Certificate of Completion to:
   FEMA-LSCMS-USER-ACCOUNTS@fema.dhs.gov

❖ LSCMS System Administrators will notify user once access has been granted

❖ At least one user from each TSP needs Logistics Gateway access; more than one user from each TSP may request access if desired

FEMA

LSCMS Account Access for Transportation Service Providers (TSPs)

To Obtain LSCMS Access for Additional Users at Your Organization

❖ LSCMS User Request Form & System Rules of Behavior and User Security Agreement (submit to: FEMA-Transportation-Programs@fema.dhs.gov)

❖ Specify in your email which access is needed (Document Upload, Logistics Gateway, or both)

To Remove LSCMS Access From Users at Your Organization

❖ Send an email to FEMA-Transportation-Programs@fema.dhs.gov with the user's full name and reason for removing access (no longer an employee, etc.)

How to keep a LSCMS-Cloud Account Active?

- ❖ All users should be prompted to change password every 90 days

  - ❖ Failure to change password results in an expired password

- ❖ All users must log in once every 35 days

  - ❖ Federal Risk and Authorization Management Program (FedRAMP) Cyber security best practices

- ❖ Failure to log in once every 35 days disables your LSCMS-Cloud account

- ❖ User email notification starts 7 day prior to account disablement

How to reenable LSCMS-Cloud account?

❖ Submit an email with all pertinent information to the FEMA Enterprise Service Desk

> ❖ **HLPFEMAFEMA-Enterprise-Service-Desk@fema.dhs.gov**

❖ Email Contents:

> ❖ Subject: LSCMS (e.g. account disabled, unable to log-in or password expired
>
> ❖ Carrier / Company Name
>
> ❖ Requester's Full Name
>
> ❖ Contact Phone Number
>
> ❖ Point of Contact (POC)

❖ FEMA help desk will assign an Incident Number (e.g. INC0000055555555) to use as reference until issue resolution

For More Information

LSCMS Account Help (passwords, reactivation)

FEMA Enterprise Service Desk: 1-888-457-3362

HLPFEMAFEMA-Enterprise-Service-Desk@fema.dhs.gov

FEMA Tender of Service Program Website

www.fema.gov/transportation-programs

General Questions

FEMA-Transportation-Programs@fema.dhs.gov